



## **Employer Toolkit – Recruiting an Apprentice**

### **APPENDICES**

**APPENDIX 1 – Example job descriptions**

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## Appendix 1 – Job Descriptions & person specifications

### Job Description Intermediate Business Administration Apprentice – Level 2

**Job Title:** Administration Apprentice – Level 2

**Salary & Grade:**

**Hours:** 37

#### **MAIN PURPOSE(S) OF THE JOB:**

This is a trainee role designed for an individual who has little or no previous work experience in a similar job. This vacancy is only open to individuals aged between 16 and 24 years old.

As a trainee member of the team you will develop the skills and experience necessary to perform general administration duties to support the service.

This post holder should ensure that all relevant policies and procedures are followed.

#### **MAIN DUTIES:**

To provide excellent customer service

To learn how to deal with general telephone enquiries from members of the public, staff, and take messages.

To learn how to deal with face-to-face enquiries from members of the public, customers and staff.

To learn how to deal sensitively with confidential information, queries and complaints; to ask for the support of senior colleagues when appropriate.

To learn how to perform general administrative duties. This may include: data entry, word processing (letters, memos, contracts, reports, presentations and minutes of meetings), filing, scanning and processing documents and photocopying.

To learn how to manage diaries, including arranging meetings and booking venues.

To learn how to receive, sort and process letters, faxes and emails

To produce and keep an NVQ portfolio, making sure that all targets are achieved. This may include attending a local college and undertaking training as needed.

To take a flexible attitude to duties, which may have to be varied subject to the needs of the service and in keeping with the general profile of the post.

## **Person Specification**

### **Intermediate Business Administration Apprentice – Level 2**

#### **ESSENTIAL CRITERIA:**

##### **Qualifications, Training and Knowledge:**

Numeracy and literacy skills at level 1 (equivalent to GCSE D-G)

Basic knowledge of Microsoft Word, Excel, internet and email

Accurate basic keyboard skills

##### **Job related aptitude and skills:**

Ability to communicate in a professional manner with a variety of individuals by telephone, in writing and in person

Organised approach to tasks with ability to work to deadlines and good attention to detail

Ability to be flexible

Ability to learn new ICT systems

Ability and commitment to provide a high level of customer service

Ability to take accurate minutes and record actions with good attention to detail

##### **Personal qualities:**

Commitment to on-going self-development and training

Ability to deal with work of a confidential nature

Ability to work co-operatively as a team member

Ability to learn to prioritise workload

Ability and willingness to complete the apprenticeship qualifications; NVQ 2 in Business Administration

Ability to understand the importance of being on time and the impact that sickness absence has on the effectiveness of the team.

##### **Equal Opportunities:**

Commitment to and understanding of, the principles of Equal Opportunities for all, in employment and the delivery of services

## **Job Description**

### **Customer Services Apprentice – Level 2**

**Job Title:** Customer Services Apprentice

**Salary & Grade:**

**Hours:** 37

#### **MAIN PURPOSE(S) OF THE JOB:**

This role will deal with enquiries that come into the service. You will provide high quality customer service and support the administration needs of the wider service.

This post holder should ensure that all relevant policies and procedures are followed.

#### **MAIN DUTIES:**

To provide excellent customer service in a public facing role

To respond promptly to telephone and face-to-face enquiries about the service

To receive and process various forms of communication from a variety of staff within the organisation and external organisations / partners

To perform general administrative duties. This may include arranging meetings, booking venues (internal and external), scanning and processing documents and photocopying

To assist with formatting of documents such as reports and preparation of presentations

To produce and keep an NVQ portfolio, making sure that all targets are achieved. This may include attending a local college and undertaking training as needed.

To provide support across the wider service as and when required

## **Person Specification**

### **Customer Services Apprentice – Level 2**

#### **ESSENTIAL CRITERIA:**

##### **Educational achievements, Qualifications, Training and Knowledge:**

Numeracy and literacy skills at level 1 (equivalent to GCSE C-G)  
Knowledge of word processing, internet and email  
Accurate basic keyboard skills

##### **Job related aptitude and skills:**

Ability to communicate effectively by telephone, in writing and in person  
Organised approach to tasks with ability to work to deadlines  
Ability to be flexible  
Ability to learn new ICT systems

##### **Personal qualities:**

Commitment to on-going self-development and training  
Ability to deal with work of a confidential nature  
Ability to remain calm when working with challenging customers  
Ability to work co-operatively as a team member  
Ability and willingness to complete the apprenticeship qualifications; NVQ 2 in Business Administration  
Ability to understand the importance of being on time and the impact that sickness absence has on the effectiveness of the team

##### **Equal Opportunities:**

\* Commitment to, and understanding of, the principles of Equal Opportunities for all, in employment and the delivery of services.

#### **DESIRABLE CRITERIA:**

##### **Educational achievements, Qualifications, Training and Knowledge:**

Knowledge of spread sheets, databases and PowerPoint presentations

## Job Description

### ICT Service Desk Apprentice – Level 3

**Job Title:** ICT Apprentice

**Grade or Salary:**

**Hours:** 37

#### **ICT SERVICE DESK**

To receive and deal with calls to the ICT Service Desk via e-mail, telephone and fax in respect of ICT faults and requests for services. To log, classify and take appropriate actions in accordance with agreed recording procedures. The key objective is to resolve incidents and restore normal working for users within the agreed SLA target times.

This post holders should ensure that all relevant policies and procedures are followed.

#### **MAIN DUTIES:**

To ensure that all calls, whether received by telephone, e-mail, in person or other means are accurately recorded, reported and that appropriate action is initiated and completed

To be part of the Service Desk Support team providing continuous coverage over agreed periods to staff across the County and to Elected Members

Incident resolution in accordance with defined ITIL processes in use within ICT Services

Gain knowledge of networks and servers for communicating to users in logging and incident resolution

To become familiar and to be able to advise directorate based staff on existing support contracts in operation and those that may be available

In response to requests, direct clients to sources of information and/or conduct further research to provide a full response directly to the client.

To produce and keep an NVQ portfolio, making sure that all targets are achieved. This may include attending a local college and undertaking training as needed.

To provide support across the wider service as and when required

**For all staff** - You have specific responsibilities under Health & Safety legislation to ensure that you:

- Take reasonable care for your own health and safety, and that of others affected by what you do, or do not do
- Cooperate on all issues involving health and safety
- Use work items provided for you correctly, in accordance with training and instructions
- Do not interfere with or misuse anything provided for your health, safety or welfare
- Report any health and safety concerns to your line manager as soon as practicable

#### **Person specification**

## ICT Service Desk Apprentice – Level 3

### ESSENTIAL CRITERIA:

#### **Educational achievements, Qualifications, Training and Knowledge:**

Numeracy and literacy skills at level 1 (equivalent to GCSE C-G)

Knowledge of word processing, internet and email

Ability to administer and configure Windows Operating System basic features and Services

Ability to identify the basic component parts included within a Personal Computer and peripheral devices

#### **Job related aptitude and skills:**

Ability to communicate effectively by telephone, in writing and in person

Organised approach to tasks with ability to work to deadlines

Ability to be flexible

Ability to learn new ICT systems

Ability to travel to sites across the county using public transport

#### **Personal qualities:**

Commitment to on-going self-development and training

Ability to deal with work of a confidential nature

Ability to remain calm when working with challenging customers

Ability to work co-operatively as a team member

Ability and willingness to complete a relevant NVQ 3 apprenticeship qualification

Ability to understand the importance of being on time and the impact that sickness absence has on the effectiveness of the team

#### **Equal Opportunities:**

\* Commitment to, and understanding of, the principles of Equal Opportunities for all, in employment and the delivery of services.

### DESIRABLE CRITERIA:

#### **Educational achievements, Qualifications, Training and Knowledge:**

Knowledge of spread sheets, databases and call management systems.

## Appendix 2 – Apprenticeship adverts

### Business Administration Apprentice – Level 2

#### Business Administration – Level 2 Apprentice

Work Location: Various locations  
Salary details: £7,158 pa rising to £7,676 upon successful completion of probation period  
Hours: 37 hours per week  
Closing Date:  
Interview date: TBC

.....is seeking enthusiastic individuals to join their Service as Business Administration Apprentices.

These apprenticeships are trainee roles designed for an individual who has little or no previous work experience in a similar job. As a trainee member of the team apprentices will develop the skills and experience necessary to perform general administration duties to support both the team and the wider service.

The successful candidate will work towards gaining an NVQ Level 2 qualification in Business Administration, using their experience in the workplace as evidence of learning. All training is delivered in the workplace.

As an apprentice with the Council you will find:

- \* You will be based in a rewarding and challenging environment
- \* Every day is different
- \* There are opportunities for learning and gaining qualifications
- \* You are able to gain skills that will benefit you in your future career.

Important information for applicants

- You will be required to attend an Assessment Centre: 1st April 2014
- Candidates will need to pass a Level 1 numeracy and literacy test

Due to this post having access to children and/or vulnerable adults, candidates will be required to undertake a Disclosure and Barring Service check. The possession of a criminal record will not necessarily prevent an applicant from obtaining this post, as all cases are judged individually according to the nature of the role and information provided.

This is a trainee role designed for an individual who has little or no previous work experience in a similar job. The Council is tackling under-representation of young people in our workforce under Section 159 of the Equality Act 2010. This vacancy is only open to individuals aged between 16 and 24 years old. **Please note that funding is not available for individuals who already have a graduate level qualification.**



## Health & Social Care Level 2 Apprenticeship

### Apprenticeships in Health and Social Care

'Earn while you learn'

Salary £7,230 - £7,600 per year

Are you:

- A school or college leaver
- Not in education or employment
- Someone with little or no experience of the workplace
- Keen to work and keen to learn
- Interested in working with people

Then an apprenticeship could be right for you. Apprenticeships are high quality work based training programmes for people who want to develop their prospects and career.

In Social Care you will find:

- You make a difference to people's lives
- Every day is different
- You meet people from all walks of life
- It is rewarding and challenging
- There are good prospects and opportunities for learning and gaining qualifications.

.....is keen to recruit people into the Social Care workforce by offering apprenticeships. We value the contribution each person can make in the workplace and want to introduce new talent and new ways of thinking into the social care workforce.

If you would like to apply complete the online application form at .....  
after receiving the pack you would like any further information please ring

.....

Closing date for applications:

The selection process will include attending an assessment day on .....

If successful you may then be invited to attend an interview on .....

## Information Management ICT Apprentice – Level 3

### Apprenticeship in ICT

Work Location:

Salary details:

Hours:

Closing Date:

Interview date:

..... are seeking an enthusiastic individual to join their ICT team as an Information Management ICT Apprentice. This role is based in the Information Management team.

We are looking for someone who has an interest in learning new ICT skills and systems, and who is well-organized and methodical. Candidates should be able to deliver excellent customer service and to work helpfully and co-operatively in a team. This role requires the ability to work with close attention to detail, and would suit someone who has an interest in records management or databases.

Apprenticeships are trainee roles which offer an opportunity for someone with limited previous experience to enter the workforce. As an apprentice you will find:

- \* You will be based in a rewarding and challenging environment
- \* Every day is different
- \* There are opportunities for learning and gaining qualifications
- \* You are able to gain skills that will benefit you in your future career.

The successful candidate will work towards gaining an NVQ Level 3 IT Practitioner qualification (equivalent to an A Level), using their experience in the workplace as evidence of learning.

Please note that funding is not available for individuals who already have a graduate level qualification.

**Should you have any queries please contact: .....**

**Closing date:**

**Interview date:**

## **APPENDIX 3 – SAMPLE APPRENTICE INTERVIEW QUESTIONS**

### **Business Admin/IT Support**

- Give an example of a time when you have coped well under pressure.
- Apprenticeships mean working full time alongside studying for a qualification. How will you prioritise your workload?
- Rate your organisational skills on a scale of 1-5 (5 being the highest). Give an example of when you have used these skills.
- Give an example of how you have dealt with a difficult situation.
- What do you think we mean by customer-focused service and how will it relate to this job?
- What is your understanding of equal opportunities and how it applies to this job?
- Give an example of a time you have worked independently.
- Give an example of a time you have worked as part of a team.

### **Health & Social Care**

- What do you understand about the word 'dignity' and why do you think it is important caring for someone?
- How would you make a person feel comfortable and relaxed and why do you think it is important?
- Why do you think empathy and patience is vital for a role in Health & Social Care?

### **Customer Service/Front of House**

- What do you think makes a person approachable and why do you think it is important for our business?
- Describe a situation when you have had to deal with a difficult customer/colleague (at work or school).
- Give an example of a situation where you received excellent customer service. What made the service you received so good?

## APPENDIX 4 – RISK ASSESSMENT HEALTH & SOCIAL CARE APPRENTICE

<b>Activity / Process / Operation</b> <b>(If the activity or process is complex it may require more than one risk assessment):</b>  Working as a Social Care Apprentice	
<b>Identify the hazards (anything that can cause harm):</b>  1) Behaviour of some service users 2) Manual handling 3) Shift working if travelling to and from work during winter and early in the morning or late at night. 4) Hazards related to the specific workplace environment 5) Nature of the work if not appropriately supported 6) Many of the apprentices are under 18 and subject to child protection legislation 7) Exposure to bodily fluids	
<b>Who might be harmed and how? <sup>1</sup></b>  Apprentices as they are inexperienced, lack awareness and are untrained when they start their apprenticeship. Could injure back, experience violence or aggression, become stressed or pick up an infection.  Service users – if apprentices support them incorrectly  Other staff – if working with the apprentice and not fully understanding their role and what they can and can't do.	<b>Estimate Risk Level now <sup>2</sup></b>  <b>H</b>  <b>H</b>  <b>M</b>
<b>What measures are in place to reduce the risk? <sup>3 4 5 6 7 8 9 10 11</sup></b>  1) Apprentices to be supervised at all times during their apprenticeship. Initially this means working alongside another member of staff and not being in a room alone with service users. The level of supervision can be reviewed as apprentice progresses, completes training and following individual risk assessments.  2) Apprentices must not carry out any manual handling during the first 3 months and then only after attending full days training and risk assessments are completed.	<b>Estimate Risk Level now <sup>12</sup></b>  <b>L</b>  <b>L</b>

<sup>1</sup> Consider the number of people exposed

<sup>2</sup> Estimate initial risk – High, Medium or Low

<sup>3</sup> Has all the health and safety information been obtained including policies, procedures etc.?

<sup>4</sup> Can the hazard be eliminated or safer substitution achieved?

<sup>5</sup> Consider all necessary control measures including procedural and technical controls

<sup>6</sup> Are controls to the required standard and regularly maintained?

<sup>7</sup> Have emergency action plans been considered?

<sup>8</sup> Are training and instructions adequate and is information available?

<sup>9</sup> Is supervision adequate?

<sup>10</sup> Is PPE required?

<sup>11</sup> Is health surveillance required?

<sup>12</sup> Estimate risk level achieved – High, Medium or Low

<p>3) Supervisors must take into account the apprentices mode of transport and distance to the work place when arranging hours worked, this may mean being flexible about start and finish times to ensure safety.</p> <p>4) Workplace supervisors will carry out risk assessments related to their specific workplace.</p> <p>5) Workplace supervisors will ensure that apprentice has monthly supervision, to discuss any worries or concerns. They will also ensure the apprentice is debriefed following any situation they may have had difficulty dealing with. Supervisors will ensure that all staff working with the apprentice understands their role and what they can and can't do.</p> <p>6) Staff working with apprentices must be CRB checked.</p> <p>7) Workplace supervisors will ensure apprentice has access to Protective clothing and equipment and also ensure they follow hygiene procedures.</p>	<p>L</p> <p>L</p> <p>L</p> <p>L</p> <p>L</p>
<p><b>What further action is needed to reduce the risk? (State actions)</b></p> <p>During the induction apprentices will receive Health and Safety, hygiene and back awareness training. They will be clear that they do not undertake any tasks they are not trained to do and that it is ok to say no. They will also be clear that they must take responsibility for their own personal safety in addition to their work place supervisor ensuring their safety.</p> <p>Further risk assessments to be carried out by workplace supervisors as apprentice progresses and has training and is ready to take on additional tasks.</p>	<p><b>Specify dates</b></p>
<p><b>Monitoring Arrangements</b> (e.g. Before each use/occasion, during handover/staff meeting, weekly, monthly, quarterly, annually during site inspection etc)</p> <p><b>To be monitored regularly in monthly supervision and 3 monthly reviews</b></p>	
<p><b>Name of Assessor:</b></p> <p><b>Job Title:</b></p> <p><b>Date of Assessment:</b></p>	<p><b>Signed:</b></p> <p>(Work place supervisor or manager of establishment)</p> <p><b>Name:</b></p> <p><b>Date:</b></p>

## APPENDIX 4 – RISK ASSESSMENT BUSINESS ADMINISTRATION APPRENTICE

### APPRENTICESHIP RISK ASSESSMENT RECORD

<b>A. ACTIVITY/PROCESS/OPERATION</b>	<b>Apprenticeship Risk Assessment for .....</b> As your recruit may be under the age of 18, please ensure the risk assessment takes into account their psychological or physical immaturity, inexperience, and lack of awareness of existing or potential risks	
<b>B. What are the Health &amp; Safety Hazards?<sup>13</sup></b>	<b>C. What risks do they pose and to whom?</b>	<b>D. What measures have been taken to reduce the risks?</b>
<b>Transport</b> (Getting to, from and during work etc.)		
Lift share Bus Walking	Possibility of incident or accident in car/on public transport/on foot e.g. <ul style="list-style-type: none"> <li>• Stranded from car breakdown</li> <li>• Danger from other vehicles</li> </ul>	Take sensible precautions i.e. should only share lift with well-known friend.  Apprentice to call in if an accident or incident takes place. In this situation, the apprentice should put their safety and wellbeing first, and call in when she can.
<b>Activity(ies)</b> (List all activities taking place)		
Office administration tasks, use of computer and telephone  Use of storage cupboards	Incorrect use could result in back or neck injury	Undertake a Display Screen Equipment risk assessment, and implement necessary controls.  Complete the H&S e-learning module during induction, any accidents or incidents should be reported. Manual handling of boxes etc. should be undertaken with a colleague.

<sup>13</sup> You must take the following into account:

- the fitting-out and layout of the workplace and the particular site where they will work;
- the nature of any physical, biological and chemical agents they will be exposed to, for how long and to what extent;
- what types of work equipment will be used and how this will be handled;
- how the work and processes involved are organised;
- the need to assess and provide health and safety training; and
- risks from the particular agents, processes and work.

Attendance of meetings outside of the office	Possibility that apprentice will be travelling to other sites on their own	Apprentice should apply their knowledge from any manual handling training received in previous employment.
Handling sensitive information e.g. content of references provided for vulnerable young people	Some information that is shared could be upsetting. Information should be kept confidential.	Research location of other offices and ensure they are confident finding their way there safely and independently (if not confident, to alert line manager).  Completed Data Protection e-learning module. Apprentice to alert line manager if they receive any information in a reference that they are concerned about or upsetting.
<b>Environment</b> (Issue that will impact on activity, people, buildings etc)		
Office Location	Hazards in kitchen area e.g. boilers in kitchen, carrying hot drinks	Make apprentice aware of the risks to themselves and others. Must be careful with hot drinks, and clean up spillages that could cause a slip hazard.
Other buildings	Electric shock  Fire	Equipment is PAT tested annually. Apprentice should not use any equipment that looks faulty.  Ensure apprentice understands fire procedure and assembly point.
<b>Group or Individual Management</b> (Behaviour, special needs, medication management, 'free time' etc)		
Stress  <i>Are there any concerns that we should talk about confidentially e.g. relating to health conditions?</i>	Working long or excessive hours  Time off due to stress  Poor Performance	Workload monitored through regular supervision, Apprentice to inform line manager if workload feels unmanageable and impinges on personal life.  The apprentice should work a ___ hour week, and should take sufficient breaks during the day to ensure they are not exceeding these hours without agreement from line manager.
<b>Other</b> (Are there any other Risks that need to be addressed?)		
<b>Outline below any emergency plan relating to your Risk Assessment above</b> (if applicable)		
<b>Have all the risks been reduced to an acceptable operational level?</b>	<b>Yes</b>	<b>No</b>

Please list any Personal Protective Equipment required for this role:	None
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<b>Name of supervisor completing assessment</b>		<b>Job Title</b>		<b>Date</b>	
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Apprentice declaration:  
 I agree that I have had the Health and Safety risks detailed in this form explained to me by my supervisor, and I understand I share responsibility for following the measures detailed in column D to reduce these risks.

<b>Apprentice signature</b>		<b>Role</b>		<b>Date</b>	
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